



### 2003-2004 CPS TEST CATALOG NOW AVAILABLE

*No increase in test rental rates!*

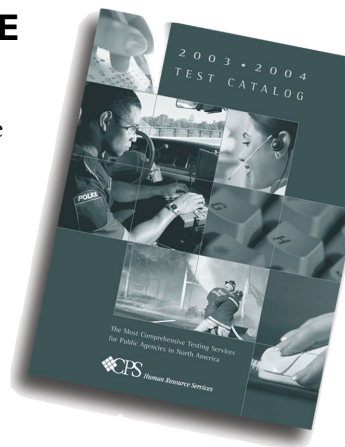
#### THE 2003-2004 TEST RENTAL CATALOGS ARE NOW AVAILABLE!

CPS offers a variety of tests for a wide range of public agency professions. From entry level to promotional exams, the CPS catalog lists more than 50 types of tests to meet your agency's needs.

CPS is dedicated to offering quality and affordable testing instruments for our public agency clients. In order to meet this goal, the CPS Test

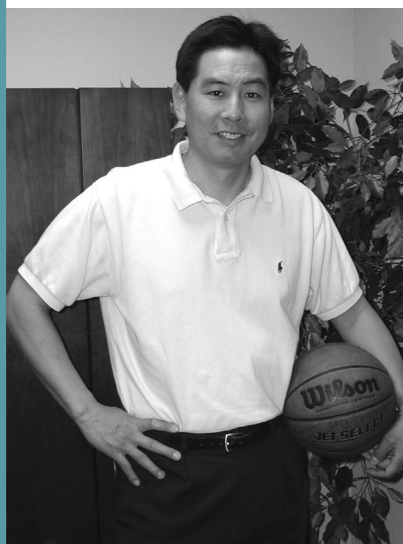
Rental team will not increase its test rental prices for the 2003-2004 year.

If you have not received your 2003-2004 test rental catalog, or would like to place an order, please call our Test Rental team at 916.263.1800.



### FROM SPORTS ANCHOR TO EXECUTIVE RECRUITER

*Stuart Satow has the talent to find the right candidate*



In March of 2003, Stuart Satow joined Shannon Executive Search team, a division of CPS Human Resource Services, as an Executive Recruiter following three months of work as a part-time consultant.

After nearly 23

years as a sports anchor for Sacramento's KXTV News10, Stuart has excelled in his new environment by transferring his expertise and knowledge of the interview process into recruiting the best candidates for our clients.

Due to his successful career as a sports anchor, Stuart has become an experienced and professional interviewer. He has conducted hundreds of interviews with various types of people in numerous situations. As an Executive Recruiter, Stuart has

transformed his interviewing skills to assist our clients in finding matches for their open positions.

"Executive Search is very similar to being a reporter. Essentially, you conduct your interview, determine the quality of the information, and then put together a story about the information you just learned," says Stuart Satow, CPS Executive Recruiter. "As a recruiter, I interview candidates, assess whether the candidate would be a match for our client, and then make a recommendation to our client."

Stuart has also transformed his writing skills. As a sports anchor, Stuart wrote scripts for broadcast. Now he writes brochures and recruitment advertisements to recruit top-notch, highly qualified candidates for our clients. "The TV and Search businesses are very much the same. They both focus on telling a good story," Stuart added.

"I saw that Stuart had the ability to read people through the interviewing process and that he was always precise and professional," says Dave Harris, Client Services Manager for Shannon Executive Search. "I asked Stuart to be a part of our team because of his experience and how he connects with people."

Stuart will not admit to predicting who the winner of the 2003 World Series will be, yet you can still find him around the water cooler, talking professional and high school sports. For more information on how you can put the Shannon Executive Search team to work for your public agency, give us a call at 916.263.1401.

## LETTER FROM THE EXECUTIVE DIRECTORS

These past few months have been quite busy for us at CPS. With our new TSA contract, the recent addition of three new senior managers, and a host of special projects underway, we are continuing to help public agencies improve the delivery of human resource services, nationwide.

As you will read in the newsletter, we are pleased to welcome Kate, Michael, and Roy to CPS. Between these three new senior managers, they bring more than 70 years of experience working in the public sector. We hope you get a chance to meet them at an upcoming conference or simply give them a call to say hello.

In the coming months, you will also hear about our new joint powers agency (JPA) called PESA (Public Employment Services Authority). PESA is a partnership between the City of Anaheim, the City and County of San Francisco, and CPS Human Resource Services. The new JPA will assist public agencies in the hiring of retired government employees for temporary assignments. It is an exciting undertaking, and we hope your agency will take advantage of this new service.

Day-in and day-out, the CPS team is working hard to deliver the quality service and products you have come to expect. Let us know how we are doing. Give us a call at 916.263.3600 or send an email to [janice@cps.ca.gov](mailto:janice@cps.ca.gov).

## WORKPLACE DISPUTE RESOLUTION SERVICES

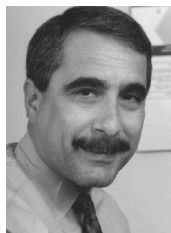
CPS has created a Workplace Dispute Resolution Service to settle disputes without the cost of litigation and clogged courtrooms. With our Workplace Dispute Resolution Services, co-workers will find expedient resolutions to conflicts without the hassle of courtroom confrontations.

"Successful mediation gives parties the opportunity to reach a resolution through negotiation rather than devoting time, energy, and resources to costly litigation," says Jim Mesnier, Attorney at Law and Employment Law Consultant for CPS.

This service helps public agencies avoid having simple misunderstandings turn into expensive legal actions. Workplace Dispute Resolution Services will save time and money. Our trained professionals, who have spent their careers dealing with workplace problems, will act as neutral mediators to facilitate a settlement by focusing on what both parties want or need.

For more information about Workplace Dispute Resolution Services, please visit our web site at [www.cps.ca.gov](http://www.cps.ca.gov), or contact Susan Helland at 916.263.3600 ext. 3019 or toll free (outside California) at 800.822.4277.

## CPS SENIOR MANAGER BOB LAVIGNA MAKES PRESENTATION AT IPMA SYMPOSIUM IN VIENNA, AUSTRIA



IPMA held its 28th Annual International Symposium in Vienna, Austria in May 2003. Noted as one of the most prestigious symposiums in the Human Resources field, CPS Senior Manager Bob Lavigna was invited to the international conference in his role as IPMA President-elect.

Participation in the symposium was by invitation only. Thirty-nine HR professionals from 20 countries attended the international conference and only five were from the United States.

Lavigna facilitated two sessions during the conference—discussions on classification and compensation strategies worldwide and topics for the 2004 International Symposium.

"We are extremely proud of Bob and his accomplishments at CPS and for what he has achieved in the national and international HR community," said Pamela Stewart, Executive Director at CPS. "Bob is truly representative of our team and the caliber of people we hire to assist our clients in achieving results," Stewart added.

## NEW JOINT POWERS AGENCY CREATED TO ASSIST PUBLIC AGENCIES

*PESA to help agencies with experienced temporary help*

The City of Anaheim, the City and County of San Francisco, and CPS have created a new Joint Powers Agency to address the needs of governments looking to hire retired public agency employees for temporary assignments. The new agency, PESA (Public Employment Services Authority), is governed by representatives from the three member agencies and was formed to fill staffing needs created by retiring baby boomers.

"We are very excited about this new venture," said Ed Cole, PESA Board member and Executive Director of CPS.

"We see a very definite need in the public sector to provide temporary help for short-term projects, and retirees are often the best choice because of their vast knowledge and experience. The creation of PESA dramatically expands our capacity to fulfill these staffing needs."

PESA was created to work collaboratively with CPS to assist member agencies in their efforts to obtain a variety of human resource, management, and other personnel services, but PESA's primary focus will be on providing temporary employment services. Typical placements by PESA will include chief executives, department directors, and senior professional staff.

PESA will be co-located with CPS at the home office in Sacramento and is expected to begin providing services in the Fall of 2003, following the selection of an Executive Director. For more information about this new temporary staffing option, contact Dave Caffrey or Susan Helland at 916.263.3600.



**PAMELA STEWART**  
*CPS Executive Director*



**ED COLE**  
*CPS Executive Director*

## THREE NEW SENIOR MANAGERS JOIN CPS

As a result of increased growth and expansion across the country, CPS Human Resource Services has named Roy Yarbrough, Michael Willihnganz, and I. Kathryn (Kate) Hill as Senior Managers in its Sacramento office. The knowledgeable new staff has a combined experience of more than 70 years in the human resources and testing fields.

**Kate Hill** has joined CPS as the Senior Manager for Test Administration. In her new position, Hill will be responsible for test management support, administering various types of exams, applicant recruitment and test material preparation, registration and fee handling, identifying and securing testing facilities, test scoring, and statistical analysis.

**Michael Willihnganz, Ph.D.** has joined CPS as the Senior Manager for Test Rental and Test Development. Willihnganz will be responsible for the agency's test development and test rental activities, including technically and psychometrically sound written, oral, and performance examinations, information, and training to meet clients' specialized needs.

**Roy Yarbrough** has joined CPS as the Senior Manager responsible for managing the agency's internal Human Resources department. In his new position, Yarbrough will direct the organization's human resources operations including staffing, training, compensation,



**Roy Yarbrough, Michael Willihnganz, and Kate Hill.**

benefits, legal compliance, organizational development, and employee development.

"We are extremely pleased to have Roy, Michael, and Kate join CPS," said Pamela Stewart and Ed Cole, CPS Co-Executive Directors. "All three senior managers have significant public sector and not-for-profit backgrounds, and each will help further our efforts in delivering quality HR services and expertise to our clients."

## WORKPLACE AND EMPLOYMENT LAW TRAINING

Today's public sector professionals no longer have the luxury of simply reacting to workplace and employment law issues. Even during times of fiscal constraints, managers and HR professionals realize the need to be proactive to promote respect and understanding and ensure a workplace free of discrimination, harassment, and retaliation.

In alliance with employment law attorney John Adkisson and Team Trainers LLC, CPS is offering Workplace and Employment Law Training courses. The courses focus on prevention by identifying measures your agency can take to avoid workplace legal issues and create a positive work environment.

Training sessions focus on real-life information. CPS goes beyond the hypothetical. Discussions and activities revolve around an agency's specific questions, today's employment law issues, and case studies. Results are delivered by identifying proven, practical, preventive solutions to an agency's toughest workplace issues.

CPS trainers are experts on current workplace and employment law issues. Public agencies are permitted to create courses that combine several employment law topics. CPS can tailor course modules to meet an agency's priority needs.

To schedule a training session or for more information about Workplace and Employment Law Training, please contact Sue Somatis at 916.263.3600 ext. 3054 or toll free (outside California) at 800.822.4277.

## HR ACADEMY ON SCHEDULE

CPS and California State University, Sacramento, College of Continuing Education are working together to develop an HR Academy to provide practical, hands-on training for public sector HR professionals. The program will include a series of one-or two-day courses, developed and taught by public sector HR experts. Units from CSUS Continuing Education will be earned by all participants.

Classes included in the certificate program will be: The Fundamentals of Public Sector Human Resources, Classification and Compensation, Exam Development, Recruitment and Exam Administration, and Employee Relations.



The project is on schedule to begin in Fall 2003. Curriculum is currently being developed by experts in the public sector HR field. The first class will be offered in mid-October and subsequent classes will be offered monthly.

For more information and details on the courses, refer to the Fall CSUS Continuing Education catalog or the CPS Web site on the HR Academy page, both available in August 2003. If you have immediate questions, call Judy Capaul at 916.263.3614 ext. 3153.

Applications are now available for the CPS Human Resource Services and International Personnel Management Association (IPMA) 2003 grants. Up to three \$30,000 grants will be awarded to local and state government agencies for innovative public sector human resource initiatives. For more information or to download an application, visit [www.cps.ca.gov](http://www.cps.ca.gov) or call 916.263.3600. Application deadline is August 15, 2003.

## 2003 IPMA-CPS Grant Applications Now Available

241 Lathrop Way  
Sacramento, CA 95815



## CPS RECOGNITIONS

- Mike Willihnganz, Senior Manager for Test Rental and Test Development, received the Clyde J. Lindley Exemplary Service Award for outstanding contributions to the International Public Management Association (IPMA) Assessment Council. The award was presented at the IPMA Conference in Baltimore, Maryland.
- Jerry Greenwell, Deputy Executive Director, was recently installed as a senior fellow through the American Leadership (ALF) Forum. The American Leadership Forum seeks out the country's most promising citizens, brings them together, enhances their capacity to act in the public interest, and strengthens their commitment to build a society that embraces the highest value of its people.
- Michael Alcalay, a longtime CPS marketing and communications contractor, was recently honored by the Juvenile Diabetes Foundation for his work in the philanthropic community.

## FULL SERVICE. FULLY CAPABLE.

*From HR consulting services to providing customized employment tests, CPS is the leader in providing solutions for your human resource and testing needs. We specialize in providing human resource services exclusively for public agencies. Here is a list of services we can provide your agency:*

### HUMAN RESOURCE CONSULTING SERVICES

#### TEST SERVICES

- ASSESSMENT CENTERS
- TEST ADMINISTRATION
- TEST DEVELOPMENT AND VALIDATION
- TEST RENTAL
- TEST SCORING

#### GOVERNMENT CONSULTING

- CLASSIFICATION AND PAY STUDIES
- DISPUTE MEDIATION
- FACT FINDING/INVESTIGATIONS
- GROUP FACILITATION
- HUMAN RESOURCE TRAINING
- JOB ANALYSIS
- ORGANIZATIONAL DEVELOPMENT
- PARTNERING AND CONFLICT RESOLUTION
- PAY SURVEYS

- PERFORMANCE MANAGEMENT
- POLICIES AND PROCEDURES DEVELOPMENT
- RENT-A-PERSONNEL PROFESSIONAL
- STRATEGIC COMPENSATION SYSTEM DESIGN
- STRATEGIC PLANNING
- SUCCESSION PLANNING/LEADERSHIP MENTORING/CAREER DEVELOPMENT
- WORK PROCESS REDESIGN

#### RECRUITMENT SERVICES

- RECRUITMENT
- SELECTION SERVICES
- STRATEGY PLANNING

#### EXECUTIVE SEARCH SERVICES

- EXECUTIVE SEARCH
- HR ADVISORY SERVICES
- VIDEO CONFERENCING

## UPCOMING TRADE SHOWS

Visit the CPS booth during an upcoming trade show.

- **July 25-July 28:** National Association of Secretaries of State conference in Portland, ME.

- **August 22-August 24:** Fire-Rescue International 2003 conference in Dallas, TX.
- **September 8-September 9:** League of California Cities Annual Conference and Exposition in Sacramento, CA.